



2011 PERFORMANCE STATISTICS - ALL CLIENTS

FRONT END

*CURRENT WEEKS RECEIPTS PROCESSED TO UPDATE

*CURRENT WEEKS RECEIPTS MISSED UPDATE

PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
95%	99.52%	99.56%	99.90%	99.96%	99.93%	99.95%	99.95%	99.88%	99.69%	99.54%	99.71%	99.40%
	0.48%	0.44%	0.10%	0.04%	0.07%	0.05%	0.05%	0.12%	0.31%	0.46%	0.29%	0.60%

CASH DEPOSITS

WITHIN 24 HOURS OF RECEIPT

WITHIN 48 HOURS OF RECEIPT

WITHIN 72 HOURS OF RECEIPT

PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
80%	99.0%	99.0%	99.0%	99.0%	100.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
95%	99.0%	99.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	99.0%	99.0%
100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

LETTERSHP

PCD ON TIME PERFORMANCE*

JOBS MAILED LATE DUE TO PCD

TOTAL

*Includes jobs on hold per client instructions

PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
90%	98.2%	99.4%	99.7%	99.9%	99.6%	99.9%	99.9%	99.8%	99.8%	98.2%	97.9%	99.9%
	1.8%	0.6%	0.3%	0.1%	0.4%	0.1%	0.1%	0.2%	0.2%	1.8%	2.1%	0.1%
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	4.0%	4.0%	1.7%	2.2%	2.0%	1.3%	1.9%	10.7%	9.5%	8.7%	7.6%	5.9%

TELEPHONE CUSTOMER SERVICE

CALLS ANSWERED WITHIN 20 SECONDS

ABANDON RATE

PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
80%	83.6%	82.2%	82.9%	83.8%	82.9%	83.5%	82.1%	81.5%	82.3%	82.2%	81.3%	77.3%
<5%	1.4%	1.6%	1.4%	1.4%	1.6%	1.7%	1.7%	2.0%	1.5%	1.4%	1.6%	1.9%